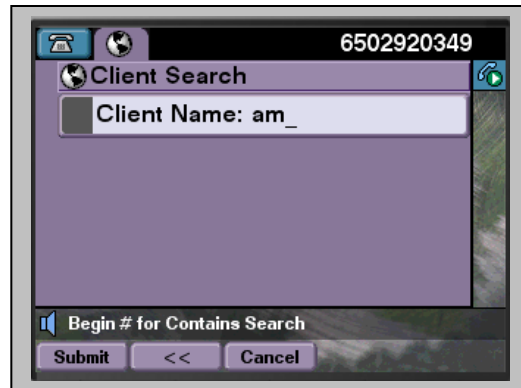**LiteScape CallTrack PRO™**

Accurately track every billable minute for all clients and projects to increase productivity and revenue capture.

- LiteScape CallTrackPRO is designed specifically to help legal and professional services firms automatically associate client-matter and project codes to inbound and outbound phone calls
- CallTrackPRO's Self-Learn feature helps attorneys save time by intelligently learning the appropriate client/matter/project code to associate with particular numbers based on previously made or received calls.
- Users can easily assign calls to appropriate codes at any time by utilizing simple and intuitive menus from their Cisco IP phones, reducing operational expenses and driving productivity.
- Users can review call history from their desktop and assign a call to a project or a client code at any time.
- CallTrackPRO easily integrates with industry-leading third-party applications, including Back-office, CRM and Cost Recovery applications, providing a compelling rate of return for law firms dedicated to optimizing business processes.
- When combined with LiteScape OnCast, users can associate calls to client matter codes from their PCs, click to dial, and access their personal address book on their Cisco IP phone for seamless communications.
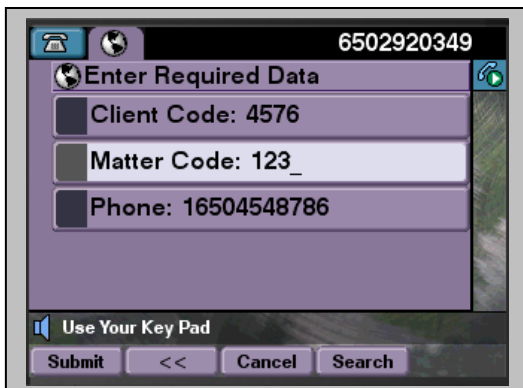
CallTrack PRO's intuitive interface on a Cisco IP phone

Easily search your client/matter code database from a Cisco IP phone

Use Cases

- Attorneys at the third largest law firm in the world use **call tracking** along with **multiple directory access** from LiteScape OnCast to save time and increase productivity.

- Remote calls made by professionals at an international design and architectural firm are **tracked by client codes** to enable the firm to increase revenue capture.

- This large southern law firm was able to **reduce the time** needed to manually reconcile call records by 85%.

- A consulting firm uses CallTrackPRO to generate more accurate call records for **compliance reports.**

- This medical corporation can easily allocate calls to each partner based on **authentication codes**.

- This firm's billing office quickly and accurately tracks all calls for invoicing so **revenue is not lost**.

Features & Benefits

- **Increase revenue** by precisely tracking, capturing, and assigning client calls for improved billing accuracy
- **Automate manual processes** by eliminating costly and inaccurate call logbook reconciliation
- **Integrate seamlessly with third-party applications**, including accounting applications (Equitrac, ISG Research, ISI, among others) and CRM applications (Elite, Salesforce.com, etc.) to ensure accurate billing
- **Improve accountability** with accurate phone-bill reconciliation through client- code "learn" features
- **Enhance business practices** by utilizing comprehensive, accurate, and customizable call reports and reliable audit trails
- **Enable learned incoming numbers** to be automatically associated to pertinent client-matter codes
- **Place long-distance and international calls securely and at virtually no cost** from off-site premises; these calls are accurately captured and matched with the appropriate client project
- **Ensure ease-of-use** through web-based administration, staff authorization, and call activity reporting
- **Click to dial, broadcast, conference, or WebEx** with employees while utilizing screen pops to assign client-matter codes from PCs or record critical CRM information in real time (*requires OnCast integration*)

Combine CallTrackPRO with LiteScape OnCast to bridge the gap between PCs and IP phones, harnessing the power of call tracking across multiple interfaces to drive productivity and streamline communications

By combining CallTrackPRO with LiteScape OnCast, law firms get unified access to traditionally disparate corporate data, collaboration tools, and communications devices. Attorneys can choose to associate calls to particular codes from the interface of their choice, including PCs, IP telephones, and web browsers. Users can click-to-dial from browser-based applications such as Interaction, Microsoft Outlook, or Lotus Notes and associate phone calls instantly with customer CRM records through screen pops on users' PCs. Moreover, users can gain access to client and personal address books on their IP phone.
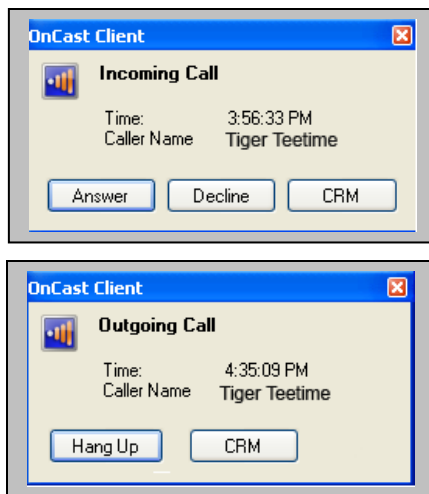
Inbound and outbound screen pops allow users to accept and identify calls right from their PC
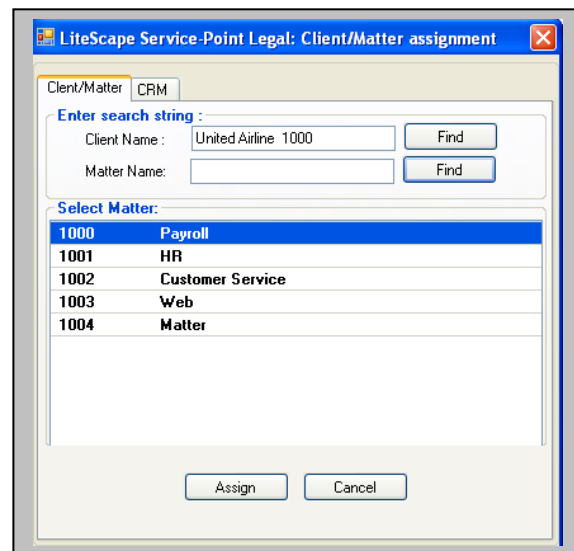
tracking and call note tracking directly from a PC

About LiteScape

LiteScape Technologies is a leading software developer of Unified Communications applications. LiteScape's solutions provide unified access to traditionally disparate business applications, collaboration tools, and communications devices to increase productivity and optimize business processes. Founded in 2004, the company is privately held and based in San Francisco, CA. For additional information, please visit www.litescape.com or email info@litescape.com.